

	Question 4b	Question 4c	Question 5b	Question 5c
Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
1				
2				
3	Third party involvement has always seemed to help.		Satisfied	
4				
5	The Commission's staff are both effective and pleasant. Even where I do not agree with a particular decision, it is handled fairly and in a way that is understandable.			
6				
7	The city won their case			
8	All paper work progressed smoothly.			
9		Appears to be management oriented, slow to respond.		When request for arbitration or investigations are sent it is a long time before they are processed. The time is much longer than under -----.
10				
11				
12	Hearings handled very professionally.			
13				
14	Received prompt responses and always treated fairly.		Responses are prompt and courteous.	
15				

	Question 4b	Question 4c	Question 5b	Question 5c
Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
16				
17				
18	The service was provided in professional manner as it should be.		The WERC is supposed to resolve or assist in resolution of labor-management issues. The services which were provided were professional. That however is the purpose of the agency.	
19	Personable staff-addressed issues in a prompt fashion.			
20				
21				
22				
23	Helped with negotiation process.			
24				
25	Competent assistance; expertise; excellent knowledge base	Slow; delays; not sufficient speed.	Knowledge.	Lack of speed or sense of urgency
26				
27				
28		I believe about 1/3 if the WERC staff are leaning very much to the employer's side in grievance arbitration over the last six to seven years.	I have very few problems with the staff concerning prehearing matters.	A few staff members do not study the issues prior to communication with the parties.
29	N/A	N/A	N/A	N/A
30				
31				

	Question 4b	Question 4c	Question 5b	Question 5c
Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
32	It was my first arbitration without counsel and the arbitrator was helpful in guiding the proceedings.		All aspects handled professionally and promptly, common sense judgments were made regarding timing, location, etc.	
33				
34	Well run, fair, non-threatening		I felt with all of the cases out there, they did the best they could to meet our needs.	
35				
36				
37	Most arbitrators are fair.			
38	Representatives were professional	Process for declaratory rulings take too long.		
39	I like having an outside, unbiased, viewpoint. Proceedings handled in a professional manner.	Decisions don't answer enough of the questions received-be more definitive and address all issues-some issues left open for future conflicts.	WERC is always accessible, willing to provide technical assistance and guidance.	delay in some decisions being issued.
40				
41	WERC representation was focused and proceeded to resolution.			
42				

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
43				
44	Staff performed in a very professional and competent manner.			
45				
46				
47				
48	The timely schedule and the settling of the problem.		The fair and impartial way cases were handled.	
49	Went smoothly	One arbitrator was terrible--not fit to do playground arbitrations.		
50				
51				Too long of time to settle.
52	The arbitrators, for the most part, have been very professional and courteous. Decisions are usually prompt.			
53				
54				
55				
56	Staff was helpful and skilled.			

	Question 4b	Question 4c	Question 5b	Question 5c
Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
57	The mediators were very skillful.		I/we were especially satisfied with the fairness of both mediators.	
58	Received a favorable ruling result / determination.		It was generally expediently and courteously provided.	
59				
60				
61	1) Arbitrator selected. 2) Mediator committed to reaching resolution.		Hearing scheduled at earliest possible date.	
62				
63		We were involved in a mediation and do not feel s/he did a fair job to either side. We ended up in a deadlock and will now be going to arbitration.		
64	Reasonable, timeliness, effective, conclusions			
65				
66				
67	I find the entire WERC staff to be very knowledgeable and professional. I don't think I would be in this profession if the WERC was not available.			Some arbitrators do seem to be biased, however, this goes both ways.

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68		Union cancelled arbitration hearing the day before the hearing. As an employer were upset because of the expense for preparation for arbitration and there the union had the authority to cancel with one day's notice.		
69	System is helpful; not all staff members are effective.			
70	In my experience, the WERC employees were professional in all areas of contact and work related activities.		No complaints. Very pleased.	
71	Rep. From WERC seemed knowledgeable, interested in both parties. Beneficial in resolving issues.			
72				
73	Timely attention to matters; Professional handling of dispute; Fair resolution.	N/A	Staff is "Doing the right thing" and "Doing it well"	
74				
75	Our favor			
76	I felt the decisions were reasonable and correct.		The hearing examiners and ALS's are responsive and courteous.	
77				

	Question 4b	Question 4c	Question 5b	Question 5c
Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
78	Timely response and decisions.		Simply because my expectations were met	
79				
80				
81				
82	Everything is fine except I'd like awards made or written a little faster.			
83	Somewhat satisfied was checked because some staff are too pro-employee and not enough pro-employer.		Generally speaking, the staff are truly professionals in what they do and how they conduct themselves.	
84				
85		Not satisfied--Employee returned to work who now, again, unable to work only 6 months later. WERC decisions do not assist in efficient or effective government nor do they encourage employees to be productive and efficient.	Staff is competent.	
86	Made progress in negotiations. The only time we met so far.			
87	Staff was prompt, courteous and knowledgeable.		Promptness and accessibility	
88				

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
89	Generally, the staff of the WERC has been very professional and very effective showing impartiality in almost every case, except as noted below.	#####	In respect to prohibited practices, I have found the staff, especially -----, very professional and useful in resolving the matter and identify the issue.	Declaratory rulings take too long to get a decision.
90	In two contract mediation sessions, I was OK but the other side, the mediator was too slow in his/her style.			
91				
92	Prompt, courteous, professional			
93				
94	Staff has been impartial and communicated clearly; reasonably available, given their workloads.		I have found staff to be courteous, accurate, and efficient. Delays in scheduling and response do exist and could be lessened by increasing staff.	
95	It is much easier to explain and to have issues understood with experienced people.		WERC personnel were fair and knowledgeable.	
96	We were able to resolve the issue with the help of the mediator		It was timely.	
97				
98				
99	Procedure timely.			
100				
101	Mediators were professional and helped us get much closer to a possible settlement.			



	Question 4b	Question 4c	Question 5b	Question 5c
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102	I feel you provide a vital service and the majority of WERC providers do an excellent job.	Some of your providers are not up to standard in my view.	Overall, your agency does a good job.	Many of your entry level staff do not enjoy the competency levels of the other staff members.
103	Have been satisfied with the handling of probprac hearings by WERC staff.	Have several times recently been very disappointed by a mediator/investigator assigned to an int/arb case. Two individuals in particular did not work very hard.	Fairness and impartiality of staff is superb for the most part	At times staff is not as knowledgeable about procedure as they should be.
104				
105	Depends on mediator or arbitrator. Some are very good at conducting hearing. Also very knowledgeable.	Usually was specific mediator/arbitrator. Discouraged, don't seem to work hard at moving hearings. Close of investigations when parties are not in agreement on TA's.		
106				
107				
108				
109	Our "case" involved separating our two bargaining units as one is the Police Department. ----- was very helpful to us in implementing this change. No hearing was involved.			
110	Professional, timely, detail-data driven, friendly.		Fair, friendly, professional	
111				
112				
113				

	Question 4b	Question 4c	Question 5b	Question 5c
Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
114	Resolved most issues.			N/A
115	Generally good mediators/arbs. Need to lower case load.			
116				
117			The communication was clear and concise.	
118				
119	Satisfied with strong leadership and guidance in conflict resolutions (----- excellent).	Dissatisfied with wishy washy mediators who will not take a stand with both land and management. Other times WERC decisions seem to want to give both parties a bone, rather than picking a winner. Decisions take far too long.	Staff are always accessible in person or by voicemail--I like your answering system.	
120	WERC staff are very helpful throughout the process and are skilled in performing their duties. Creates non-adversarial tone to proceedings.	Timeliness in scheduling hearings and wait for decisions are trying, especially in cases where back-pay is an issue.	same as 4(b)	same as 4©
121				
122		Too much comparing other cases- not enough on the merits of their case.		
123	Very businesslike yet personable. Well trained and knowledgeable staff.		Again helpful staff, interested in solving labor problems.	

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
124	Mediator only			
125				
126	We are in the process of a hearing-nothing to comment on at this time.			
127				
128				
129				
130				
131				
132				
133	#####		The commission's staff are accessible and responsive to their voice mail messages. They approach their work professionally (and with courtesy) and have been willing to accommodate special requests regarding schedules, mediation, briefs, etc.	
134	Timely scheduling, professional learning process, conflict resolution premise.	One very bad decision which did not follow arbitration premises of contract interpretation, bargaining notes and past practice.		

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
135	Personnel attentive and prompt and courteous			
136	The arbitrator was on time, well prepared, and did a nice job facilitating the oral session. Written brief/award was well done.		Knowledgeable and competent people served our needs.	
137	1 case mediator worked with both sides to reach agreement.	1 case mediator caused confusion between employer and bargaining unit-contract still not settled.		
138				
139				
140	Skilled mediator			
141				
142	General conduct of the process.		Conducted in a fair and impartial and timely fashion.	N/A Where the City circled N/A it was because its labor counsel dealt with these issues.
143				
144				
145	Well run hearings, knowledgeable people, decisions within reasonable time.		Have been able to get timely and knowledgeable responses to all inquiries and cooperation from those I have worked with.	
146				
147				
148				

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149				
150				
151				
152				
153				
154	Very helpful with consensus bargaining.			
155	Investigators/arbitrators/hearing examiners were timely, competent and willing to work hard.			
156	Staff members are experienced professional. They usually run hearings and mediation sessions in a very capable manner.			
157	Election proceeding went very smoothly.			
158	Timely professional		Again staff is responsive and professional	
159	It was handled professionally and expeditiously.		same as 4b	
160				
161	The staff members, for the most part, were knowledgeable, fair, helpful, courteous and professional in dealing with the parties.			

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162		Do not feel the arbitrator looked thoroughly at the facts and based his/her decision on an issue that was very minor.		
163				
164	We reached agreement through mediation			
165		Time to hearing excessive; mediation was not proactive decision from the commission are from a management perspective.	The staff is very willing to answer questions, this is a great help.	
166	Clear explanations and information on election.			
167	Was able to get school board members and union (employees) to realize their unrealistic positions.			
168				
169				
170		Mediator ----- was very weak, made very little effort trying to get both sides to move and seemed more interested in getting home that evening.		Based on the amount of work needed to clarify a decision and get an amendment to the decision shows the lack of knowledge and completeness of the information.
171	Mediator helped us reach a contract settlement in an efficient and professional manner.			

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172	I believe the Co was treated fair and both had the opportunity to present our case.			
173	Got the job done.			
174				
175				
176				
177				
178	Arbitration-voluntary settlement obtained. Prohibited Practice-dismissed w/o hearing (no grounds for complaint)			
179	2 arb/HEs conducted very good hearings.	Time delays were too long for decisions. 1 ho made no effort to keep parties to set deadlines.		
180		The mediation seemed to drag on for much too long and nothing was resolved		
181				
182				
183				

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
184	Proceedings went well--mediator quickly learned facts and pushed hard for fair settlement--was creative in problem solving.			
185	Logical and concise, reasonable ruling.			
186	Quality of service.			
187	Investigators did good job of narrowing issues, getting parties to move toward settlement.			
188				Our experience has been, thankfully, limited. In each and every case of contact/work with WERC. I've only received top-notch professionalism.
189	I have never been dissatisfied with the WERC			
190		Length of time to schedule hearing is too long. Length of time to receive decision is excessive.	Hearing examiner was very professional and knowledgeable.	Again, time to get to this stage is too long.
191				
192	Process handled expediently, professionally.			
193				
194				
195		Too much support for an employee losing ability to work.		Too much time.
196	Thoughtful, courteous, focused.			



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197	Prompt and efficient.			
198				
199				
200				
201	The arbitrator worked hard for a settlement.		Very professional in approach.	
202	Arbitrators were flexible on scheduling, prompt on decisions.			
203				
204	Mediation handled well by WERC rep.		Met expectations.	
205	Delay	Pro union		
206	Professional attitude			
207	70%			
208	Hearing was well run, evidence was allowed, decision was delivered on time even though we disagree with examiner's rational.			
209	As always, ----- was very competent and helpful.			
210				
211	Timely; good facilities; thorough/complete follow-up.		Responsive and courteous staff.	
212	Impartial, fair decision			
213				
214	Competent hearing examiners.		WERC staff understands the problems.	
215				

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
216	Results were acceptable.			
217				
218	Timely response. Thorough investigation.		Responded when asked. Received materials within timelines specified.	
219				
220				
221				
222				
223				
224				
225	The mediator explained procedures clearly, kept all parties calm and we reached agreement.			
226	Settled contract. Gave us the right to bargain for our employees.			Phones--Need human beings not and endless voice system
227	Arbitrator was extremely professional			
228				

	<b>Question 4b</b>	<b>Question 4c</b>	<b>Question 5b</b>	<b>Question 5c</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with proceedings</b>	<b>Explanation of dissatisfaction with proceedings</b>	<b>Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences</b>	<b>Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences</b>
229	Mediator tried to get both sides to reach a bargaining agreement.			
230	Business like, process well defined		Customer focused.	
231				
232				
233	Resolution of contract.			
234	Expertise of mediator allowed successful resolution of 8 grievances in one day-long session. Also prompt decision on grievance arbitration submitted or stipulated facts and briefs.		Hearing timely scheduled and communications with staff, but hearing not held.	
235	The staff is always courteous and professional.			
236	Generally WERC staff conduct fair, professional and thoughtful assistance in holding such hearings		Recognizing that many staff members have significant caseloads and many demands of their time, I am careful not to bother staff unless it's fairly important. Within those parameters, I have always been pleased with the professionalism of WERC staff.	

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237	The parties usually area able to stipulate to the person used from the Commission-service is excellent.		WERC staff generally bends over backwards to accommodate advocates.	
238	Personnel is very accessible.			
239	The investigation was thorough and fair.			
240	Handled very professionally and effectively.		Fortunately we did not have to use the services.	
241		The Commissioners avoided dealing with artificial issues the proceedings raised.	No reason to complain.	
242				
243	Very capable arbitrators-conducted very professionally.		Arbitrator was knowledgeable, fair and impartial and thorough.	
244				
245				
246				
247	Pro: Detailed decisions; good job explaining rationale; Con: long delays in process, both pre and post hearing.		I just wrote it all in the margins on the prior page.	
248	The assigned mediators/arbitrators were very fair, objective and impartial regardless of the decision.		A professional manner by all involved.	
249				
250	Mediator was professional and worked hard to solve the issue.		Overall satisfaction-good.	

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251				
252				
253				
254	We had a particularly good mediator/investigator in two cases (-----)			
255	Prompt resolution at low cost.			
256				
257				
258				
259	WERC staff was helpful and knowledgeable.			
260	Very professional staff.			
261	The proceedings provided a service that was helpful in resolving the matter.		The personnel do a fine job and show a professional attitude.	The time delay in scheduling matters.
262				
263				
264	Procedures involved were orderly and professionally conducted.		I have experienced generally highly professional treatment.	
265	Seemed to be efficient.		They were professional and responsive.	
266		Too long, too formal, decisions not supportive of city policy and management-who is running city? Alderperson and management or union? You help union to run the city		
267				
268	Offered options.			

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269	The mediator that was used fairly presented facts for both sides.			
270	Except when you switched over to computer selection of arbitrators otherwise timely.			After arbitration takes too long for a decision, when people are terminated or economic involved.
271	Professional competency of staff.			
272				
273	Mediator and the contract was settled.			
274				
275				
276				
277				
278	Competent/fair arbitrator.		Our arbitrator brought confidence and good protocol to the proceedings.	
279				
280		The rep, WERC, was not informed of the "legalities: of the specific case. S/he was also late.		
281	Went smoothly, professionally.			
282				
283	Knowledge and expertise of experiences was evident.		Knowledge- expertise.	
284				
285				

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286	We have had three mediations for this year, for one of them the mediator did not seem willing to accept the employer's unwillingness to give any further and s/he unnecessarily prolonged the process.	The one arbitration we were involved with was entirely unsatisfactory, not so much for the procedural aspects, but for the decision reached and how it was reasoned.		
287				
288				
289				
290	Representatives from the WERC have been professional and served their purpose. We really completed an election for representation and have worked with numerous mediators and arbitrators.		Comments reflect satisfaction in previous section.	
291	While resolution was reached, the time on task was limited.		It is a difficult job to do.	
292				
293		#####		
294	The mediator did what was expected. Arbitration is coming up-the process will end 1997-99 contract.			
295			Staff is very professional yet friendly.	
296	Resulted in employer proposal within reason.		Fairness is most important-have had good arb.	
297				
298	Mediator worked to resolution of issues.			

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299	Mediator did his/her			
300		Mediator did not work hard-didn't try to move use at all.		
301				
302	They were fair-pleasant.		People were fair-prompt.	
303				
304				
305				
306				
307	Arbitration still not settled after almost 4 months--was supposed to be 90 days. Mediator didn't understand issues and openly sided with management. Did not resolve any issues.			
308	Good staff but not enough			
309	Resulted in satisfactory conclusion in one case	It has been a year since proceedings began, almost 6 months and no decision in another case.		



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310				
311				
312				
313	Successful completion of teacher contract negotiation and sub teacher contract.		Very professional	
314				
315				
316				
317	Professional, experienced, even-handed, personal		Staff is generally excellent in all areas.	
318	Competent and helpful staff		Fair treatment	
319	Mediator was willing to stay and work as long as it took.			
320				
321	Conducted in professional manner.			
322	Mediator was skilled. Arbitrator listened, gathered information and responded.			
323				
324				
325		A definite leaning toward employers has occurred. Facts are ignored. Arguments are discounted to favor the employer. Extraneous perceptions.		One staff member avoids hearings. My tolerance ends up being my liability. Accusations and excuses by Ers are given too much credibility while UN statements are discounted.
326				

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327	Case settled promptly		No communication problems.	
328	Reasonableness	Case should never have gone to arbitration.		
329		I do not believe that all facts of the case/cases were considered.		I read a very similar case/cases argued the other direction by the union that was ruled also in their favor. I believe ----- has a bias against the employer.
330				
331				
332	Staff members are competent with good people skills.			
333				
334				
335				

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
336	WERC staff is very professional in their dealings with the city.		I can not believe the amount of time that WERC has put in on the J__ G__ case. S/he does not have standing--yet s/he got more than her/his 13 cents worth!	
337				
338	The arbitrators appeared to be reasonably professional and impartial without being too formal.		Again, the service has been reasonably professional and impartial.	
339				
340	Staff is experienced and professional.		I think the staff is very good in practice cases.	
341				
342				
343				
344				
345				
346	Fair decision rendered--listened to all facts brought forward.			

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Survey Number	Explanation of satisfaction with proceedings	Explanation of dissatisfaction with proceedings	Explanation of satisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences	Explanation of dissatisfaction with adjudication of prohibited practice and representation and declaratory rulings experiences
347		Decision made was contrary to the facts.		Response was promised within 20 days of hearing. Response/decision provided 90 days after hearing.
348	The WERC reps did what they were requested to do to try to help the parties.		The WERC reps did what was required to try to help the parties and to follow the law.	
349	Generally speaking, I have found hearing examiners to be fair.	#####		See 4
350				
351		Length of time.		
352				
353				
354	The staff members are experienced in running efficient and fair proceedings. Staff members are attentive to the evidence and provide a fair opportunity for both parties to present their evidence.		The Commission's staff has performed admirable in the categories listed at the bottom of the page.	
355		Your decision was biased. It wasn't based on facts.		
356	Fair and objective solution achieved.			

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357	We move forward to settlement.			
358	Professional Personnel.		Generally good performance.	
359				
360	The mediator was able to get both sides to look at the issues and reach reasonable agreement.			
361				
362				
363				
364		Mediator slow, unorganized, not helpful		
365	Timely response.			
366		Time factor, arbitrators decision period.		
367				
368	Mediator and arbitrator assigned were knowledgeable and professional.			
369				
370				
371	We have used consensus bargaining with success for the past 8 years.		We had no contact with WERC	

	Question 4b	Question 4c	Question 5b	Question 5c
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372	When arbitrators aggressively push parties, realistic agreements are usually reached.	Wishy-washy arbitrators waste time and money, usually followed by poor decisions.		Hearings should not be delayed as long as they are.
373		#####		
374				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
1				
2				
3				
4				
5	See question 4b above		See 4b above	N/A
6				
7				
8				
9	The administrator was very good and on task, no foolishness.			
10				
11				
12	I feel it was handled very well.		The results could have been clearer and released sooner.	
13				
14				
15				#####

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
16				
17				
18				
19				
20				
21				
22				
23				
24				
25	Knowledgeable	slow processes	Knowledge; courtesy and effort	timeliness; slow decisions
26				
27				
28	Most WERC staff hold a very good professional hearing.	A few staff members do not take very good notes when there is not a court reporter.	Most of the WERC staff, I believe, do an excellent job.	
29				
30				
31				



	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
32				
33			Expectations were very complete and well researched.	
34				
35				
36				
37				
38				
39				
40				
41				
42				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
43				
44				
45				
46				
47				
48	The cases came out to our benefit.		Timely fashion and Commission personnel handling of the hearing.	
49				
50				
51				
52				
53				
54				
55				
56	Hearing officer kept control of the hearing without being dictatorial.		Decisions are never reached soon enough for anybody.	

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
57				
58	It was handled in a fair and efficient manner. Plus the results were favorable to the employer.		Procedures were thoroughly explained and fairly administered.	
59				
60				
61				
62				
63				
64				
65				
66				
67	The WERC provides a cost effective way to settle disputes. Even when decisions are against my position I do feel that they are fair for the most part.	Decisions could be render din a more timely fashion. More staff is probably needed to correct this problem.		See 7c

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
68				
69				
70				
71				
72				
73	See above.		More experience--RE: admissibility of evidence--different degrees of rule application among examiners affects preparations.	Some waiting for decision in matter heard several months ago.
74				
75				
76	The hearing examiner was very knowledgeable and business like.			
77				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
78	Smoothly run but both sides were a little disconnected by an insistence that a witness be produced which neither side intended to call.			
79				
80				
81				
82				
83	Quality workmanship.		Professionalism	
84				
85	Not satisfied-- Too long, too technical, too artificial posturing rather than problem solving	The entire process takes too long and becomes too anacceptic. Devoid of feelings or effectiveness.		Too long to get to hearing.
86				
87			Very satisfied with exception of timeliness of decisions, 5 months and still no decision.	
88				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
89				
90				
91				
92				
93				
94	Efficiently run; examiner seemed to understand the issues readily.			
95			There was no surprise in procedure issues. Full opportunity to present case was given.	
96				
97				
98				
99				
100				
101				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
102	Overall, all your staff conduct various hearings as they should; this is why certain staff members are requested (mutually) by the parties.			
103				
104				
105				
106				
107				
108				
109				
110	Timely, thorough, fact driven, professional		Very well handled.	
111				
112				
113				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
114				
115	No problems.		When they have to have the skill is very professional.	
116				
117			The climate is receptive to ideas.	
118				
119	Some staff are very focused on getting the job done-- getting contracts settled.	Other staff seem focused on not offending labor or management and this makes getting settlements difficult.	Opportunity to present all facts- Information not excluded by "technical" rules of evidence--is good.	Decisions are very tardy. The decision only consists of a rehash of the parties positions plus a small body of the decision. Why, then, does it take so long? A coin toss would be better than a 4 month wait.
120				
121				
122				
123	Well run, fair, good opportunity to present my case.		Agency has a good reputation- well deserved. Excellent work by and large.	



	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
124				
125				
126				
127				
128				
129				
130				
131				
132				
133	The hearings have been satisfactory. I have been surprised by the commission's decisions and wonder how active an examiner should be at seeking a compromise/mediated settlement.		As noted in 7b I am mildly concerned about the role of the examiner as a mediator and believe the commission is providing more deference to employers in unit clarification disputes then, perhaps, in the past.	
134				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
135	Client fairly treated. Issues accurately assessed.			
136				
137				
138				
139				
140				
141				
142				
143				
144				
145	Same reasons as #4.		Opportunity to make our case, well run hearings, clear decision showing consideration of the issues and arguments.	
146				
147				
148				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
149				
150				
151				
152				
153				
154				
155				
156	Staff run a competent hearing.			
157				
158	well run hearings, professional.		Scheduling and procedures are fine. Timeliness of decisions can be problematic.	
159				
160				
161				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
162				
163				
164				
165		Time to decide was too long.		
166				
167				
168				
169				
170				
171				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
172				
173				
174				
175				
176				
177				
178				
179				Some 'evidentiary' rulings were flat out wrong and contrary to basic fairness-- Allowing rep to submit a 'criminal' record of complaint before hearing and although person did not testify
180				
181				
182				
183				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
184				
185				
186				
187				
188				
189				
190		Hearing was in November 1998-- still haven't received decision as of June '99!		Time to receive decision.
191				
192				
193				
194				
195				
196				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
197				
198				
199				
200				
201				
202				
203				
204				
205				
206				
207				
208				
209				
210				
211				
212				
213				
214	Quick and to the point		Answer speaks for itself.	
215				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
216				
217				
218				
219				
220				
221				
222				
223				
224				
225				
226	Good decision		----- was very good!	
227				
228				



	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
229				
230				
231				
232				
233				
234				
235				
236				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
237				
238				
239				
240				
241	They were professionally carried out.			See 4c
242				
243				
244				
245				
246				
247	Fair, impartial	----- too rushed; his/her bite your head off impatience is almost charming, but not quite.	I like the off- the record pre-hearing thumbnail sketch of the case that ----- does. S/he cuts to the chase quickly. It's a fine line between cutting to the chase; and feeling like s/he is chasing the parties.	#####
248	All aspects of the issue were covered.		The hearing procedure was fine.	The timeliness of a decision is a major problem-over 6 months is too long.
249				
250				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
251				
252				
253				
254				
255				
256				
257				
258				
259				
260				
261				
262				
263				
264				
265				
266				Why don't you ask about satisfaction with decision? Afraid? One! 1, no more.
267				
268				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
269				
270				
271	See answers 5a and 8a			
272				
273				
274				
275				
276				
277				
278				
279				
280	Professional			
281				
282				
283				
284				
285				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
286				
287				
288				
289				
290				
291				
292				
293				
294				
295	Timely, accurate, professional.			
296				
297				
298				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
299				
300				
301				
302				
303				
304				
305				
306				
307		Still waiting for a decision from an arbitration hearing in Oct 1998.		See 7c.
308				
309				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
310				
311				
312				
313				
314				
315				
316				
317			Intelligent experienced handling.	
318				
319				
320				
321	Hearing got somewhat out of control.			One EE was instructed to answer a question, while another EE was not.
322				
323				
324				
325				
326				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
327				
328	Professional, objective.		Arbitrator seems to listen and hear key concerns.	
329				
330				
331				
332				
333				
334				
335				



	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
336				
337				
338				
339				
340				
341				
342				
343				
344				
345				
346				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
347		Conclusion inconsistent with the facts presented in the case.		Decision not based upon the facts.
348				
349		We can't get timely hearings. We are still waiting.		
350				
351				
352				
353				
354			#####	
355				
356				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
357				
358				
359				
360				
361				
362				
363				
364				
365				
366				
367				
368				
369				
370				
371				

	Question 7b	Question 7c	Question 8b	Question 8c
Survey Number	Explanation of satisfaction with hearing process	Explanation of dissatisfaction with hearing process	Explanation of satisfaction with procedural issues	Explanation of dissatisfaction with procedural issues
372				
373				
374				

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
1			
2			
3			
4			
5	See 4b	I did have one case where a decision was delayed, but it was related to the Examiner's personal circumstances and was understandable.	----- mediated the case and was very helpful.
6			
7			
8			Easy to set up and results are quick.
9			The mediators tried to resolve the dispute and seem impartial.
10			
11			
12			
13			
14	Decisions are concise.		
15			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
16			
17			
18			Some of your mediators are excellent. Others just carry paper back and forth.
19			Did a nice job with difficult issues.
20			
21			
22			
23			
24			
25	Knowledgeable; same in consistency in level of expertise.	Takes too much time	There is a strong effort by WERC to find a middle ground.
26			
27			
28			Most of the WERC staff members are somewhat good with mediation and work out trial ballots or movement.
29	N/A	N/A	
30			
31			

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
32	Handled with professionalism and common sense.		
33			
34			
35			
36			
37			Always stip to ----- -he never gives up.
38			Mediator tried his/her best. U rep less then competent.
39	very fine, open to flow of inflation.	incomplete decisions, issues left undecided.	some mediators put a lot effort into the process.
40			
41			Representative was focused and fair.
42			

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
43			
44			-----, -----, ----- really gave us a great effort.
45		Mediator seemed to recommend favoritism to union employees, as they "took initiative to become organized"	
46			
47			
48			Cases were settled on the spot and both parties had a feeling of winning.
49			Great mediator
50			
51			
52			Mediator did a very professional job.
53			
54			
55			
56			



	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
57	I/we were especially pleased with the thoroughness of the decision.		Both mediators were skillful; both were very helpful in having us reach resolution to issues.
58	See comment 8b		
59			
60			
61			See II.4.b.2
62			
63			
64			
65			
66			
67			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
68			The mediator was able to work out several issues and bring bargaining to a close.
69			Good system; not all staff equally effective.
70			I understand the mediator cannot force a settlement but there are times I wish for more forcefulness.
71			
72			
73			Mixed depending on mediator-- More aggressive the better-- appreciate the use of "push" to settle.
74			
75			
76			The ALJ's were well equipped to mediate grievances and prohibited practices.
77			

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
78			
79			
80			
81			
82			
83	Professional and knowledgeable staff		Reasonableness, professionalism and good judgment.
84			
85			
86			Progress made.
87			Timeliness in scheduling and accessibility.
88			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
89	Staff members are knowledgeable and generally take control of the hearing.	Certain staff members who handle representation cases do not appear to be neutral at all times.	Same as 4(b)
90			See section II
91			
92			
93			
94			Mediator moved the parties quickly to an acceptable compromise.
95			
96			Procedures were established so differences could be resolved.
97			
98			
99			
100			
101			Helped us get closer to voluntary settlement.

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
102			The parties mutually chose a staff mediator, therefore, the proper result was always obtained. The settlements were on point where they should be.
103		Decisions could be issued in a more timely fashion.	There's not often a lot a mediator can do on a proh prac case, but several staff members have made very strong efforts in the interest of resolutions.
104			
105			Again, satisfaction depends on person.
106			
107			
108			
109			
110	Again, all expectations met.		Settle-voluntarily one session.
111			
112			
113			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
114			Resolved the contract issues.
115			
116			
117	Good communication.		
118			
119		Representation cases--WERC staff--talk, joke and shoot the breeze with union reps. Until management wonders if the staff is one Union payroll. Perceived partiality.	Well reasoned decisions, if we lose tell us why. Strong coercion of both parties to settle contract. Encourage "give and take" which equals "negotiation". See previous responses as well.
120			Arbitrator/mediator skill and willingness to spend the time to understand the disputed issues.
121	S/he was very attentive as we explained our reasoning for the various proposals (bargaining)		See 10b above
122			
123			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
			Assisted in concluding negotiations.
124			
125			We reached agreement.
126			
127			
128			
129			
130			
131			
132			
133			Settlements or consent awards ere achieved.
134			

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
135			
136			
137			1 case mediator worked well between employer and bargaining unit.
138			
139			
140			
141			
142	Rulings were fair and received in a timely fashion		
143			
144			
145	Same as previous.		
146			Mediator worked hard to bring the two sides together to resolve the difference.
147			
148			



	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
149			
150			
151			
152			
153			
154			
155			
156			
157			Mediation was directed at getting the parties to decide early whether a T.A. was possible. No time wasted.
158	DR's are not scheduled or determined in a timely manner. Consider using a different hearing officer for DRs. Elections are very well done.		
159			
160			
161			The mediators worked very hard trying to get a voluntary settlement. There were probably few attempts at grievance mediation.

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
162			
163			
164			We reached agreement
165			
166			
167			
168			
169			
170			
171			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
172			
173			All did good job
174			Excellent services provided by -----.
175			
176			
177			
178			
179			
180			
181			
182			
183			

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
184			Mediator did an excellent job--creative in problem solving issues--came up with settlement that 2 sides would not have been able to come up with.
185			The mediator performed as expected.
186			
187			Moved parties toward settlement (voluntary) with WEAC. Moving parties closer refined positions.
188			
189			
190			----- tried, but union was unmoving. ----- is very fair, impartial and professional, very satisfied with his/her handling-
191			-frustrated we couldn't come to voluntary settlement.
192			Mediator tried to understand both sides to reach resolution.
193			
194		Decision's in past were slow in making the decisions.	
195		Arbitrary finding	
196			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
197			
198			
199			
200			
201			
202			
203			
204			Met expectations--mediator sought resolution.
205			
206			
207			
208			Mediator parties requested was assigned, the mediator has excellent skills and knows the history of the parties.
209			
210			
211			
212			
213			
214			Able to get both sides to agree.
215			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
216			Acceptable results; candor of examiner with both sides on merits (or lack there of)
217			
218			
219			
220			
221			
222			
223			
224			
225			
226			Anyone who can get the UWHCA to do anything is good in our book
227			
228			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
229			The mediator tries to bring a fair settlement between the bargaining units.
230	The process worked		
231			
232			
233			Quality mediator, solution rendered.
234			Excellent mediation skills- ----- -----.
235			
236			Particularly as it relates to grievance mediation, when the parties have any flexibility, I have found Commission staff to be extremely attentive and skilled at getting a fair resolution.

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
237			This survey is getting redundant.
238			
239			
240			Very helpful, very professional in his/her approach and demeanor.
241		See 4c	Commission mediators are hard working.
242			
243	Again arbitrator was thorough-fair.		
244			
245			
246			
247	Who knows if they are procedurally fair? Can't see them do their job.	Some matters take forever. DRs don't get done timely. It can screw things up more than a slow review on proh. Practice.	Professional conduct; gave effort; knowledgeable.
248	The procedures are always good.	The time for a determination is too long.	The mediator was pleasant and worked hard for resolution.
249			
250			Mediator was competent and handled everything very professionally.



	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
251			
252			
253			
254			See II 4b
255			
256			
257			
258			
259			Mediators worked hard to achieve agreement acceptable to both sides.
260			Very professional staff.
261			
262			
263			
264			
265	Procedure seemed appropriate.		Procedure seemed fair and timely.
266			
267			
268			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
269			Part of the problem was with the length of time the case took to settle. Part of the problem was on our end.
270			With our information provided I felt it was fair and besides, we Won
271			
272			
273			
274			
275			
276			
277			
278	Arbitrator was an excellent listener.		
279			
280			
281			Mediator was excellent.
282			
283	Professionalism	Appeared to be an inconvenience.	Confidence in mediator.
284			
285			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
286			See answer to question 4 above.
287			
288			
289			
290			Mediation served purpose of reaching a voluntary settlement.
291			Reached a decision.
292			
293			
294			Very professional.
295			
296			
297			
298			In both instances, we were able to resolve the issues.

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
299			
300			
301			
302			
303			
304			
305			
306			
307			Usually have good results with ----- or ----- when they're available.
308			Good staff effort, not enough--scheduling an issue. Not enough support staff in the office.
309			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
310			
311			
312			
313			
314			
315			
316			
317			Earnest attempts to settle.
318			
319			
320			
321			
322			
323			
324			
325			
326			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
327	Settled in a timely manner.		
328			
329			
330			
331			
332			
333			
334			
335			Fairness to all parties in resolving the issues.

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
336			----- did an outstanding job with traditional mediation and -- ----- was his/her usual outstanding in leading us to an agreement using consensus bargaining. Keep these guys-- they are good!
337			
338			Issues were well captioned and mediated.
339			
340			
341			
342			
343			
344			
345			
346			

	Question 9b	Question 9c	Question 11b
Survey Number	Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences	Explanation of satisfaction with mediation services
347			
348	----- always does a good job in representation cases.		WERC mediators need to be more like -----, ----- used to be. They need to be more vigorous at 'floating' offers so as to force the parties compromise.
349		Takes too long for many decisions. Exceptions to this--those who have issued very timely decisions include ----- and ----- --.	
350			
351			
352			
353			
354		#####	
355			
356			



	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
357			I moved to settlement.
358			
359			
360			Parties were able to get a contract.
361			
362			
363			
364			
365			
366			
367			
368			
369			
370			
371			

	<b>Question 9b</b>	<b>Question 9c</b>	<b>Question 11b</b>
<b>Survey Number</b>	<b>Explanation of satisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of dissatisfaction with commissioner adjudication of prohibited practice, representation cases and declaratory ruling experiences</b>	<b>Explanation of satisfaction with mediation services</b>
372			Aggressive mediators get results.
373			
374			

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
1				
2				
3				Third party seeing issue with a neutral party
4				
5				We settled the case.
6				
7				
8				
9				The mediation services were prompt and the mediator worked hard to get a resolution.
10				
11				
12				
13				
14				
15				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
16				
17				
18		Satisfaction depends on mediator assigned to care.		For all of reasons give in 12a
19		Mediator was very good-worked with both parties impartially.		Helped resolve contract and reach a settlement.
20				
21				
22				
23				
24				
25	There is a range of competence in this area; some are less effective.			Philosophical bent towards dispute resolution is helpful.
26				
27				
28				Such services helps one or both parties to get down to reality and/or look at the long term effect.
29				
30				
31				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
32				
33				
34				
35				
36				
37		-----		
38				Perhaps got some things off the table. Still not resolved
39	some mediators don't			Can tell the parties the reality of the situation, look at the facts
40				
41		WERC representative was very helpful and timely in resolving differences.		
42				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
43				
44				There are very difficult issues for the parties.
45				No, new information was discussed or considered
46				
47				
48		Had ability to get to heart of matter and work out settlement.		Have a more timely settlement to get on with work at hand.
49	poor mediation			Went to arb.
50				
51				
52				Union later voted to reject the mediated settlement of a grievance.
53	The mediator didn't do anything. Basically came and talked to each and said we couldn't agree. Did not try to help.			See answer 11c
54				
55	With QEO mediation is a joke.			No mediation with QEO
56				I'm a union representative- We need WERC services and am very please with their staff.

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
57		I/we were extremely satisfied with all criteria.		In both cases we had reach impasse.
58				
59				
60				
61		The mediator makes the difference-- we had an excellent one.		Teacher negotiations contract settled through mediator for 1997-99.
62				
63	see page 3			Going to arbitration. Mediator did not represent each side fairly. Would not present what we asked him/her to.
64				
65				
66				
67				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
68				
69		In general, WERC delivers good services by pressing for realistic settlement.		Often have to have 3rd party tell parties what is the realistic expectation.
70				Not this year, but once last year.
71				
72				
73				
74				
75				
76	The WERC mediators seem to flounder without the binding arb. Part of the law. They are ineffective by in large.	Grievance and PP mediation are good and deserve high marks.	Contract negotiation mediator is poor and deserves poor marks.	
77				



	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
78				Varies. Some mediators seem to perceive themselves exclusively as information couriers. They are accordingly ineffective. Others are far more active and therefore more effective.
79				
80				
81				
82				
83		Same reasons as previously enumerated.		
84				
85				
86			Length of time between mediations.	
87				Innovation and timeliness of interjecting ideas.
88				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
89	Same as 4©			The mediator brings in a statewide perspective and is generally respected. Information that is provided helps motivate the parties to settle.
90				The med/arb process works for both sides. The additional pressure of a mediator moves the negotiation process.
91				
92	Nail down TA's better--push for final offers.		See lic	Did not resolve
93				
94	Mediator allowed unproductive badgering by opposing counsel.			Found compromise position; convinced me of a weakness in my own case.
95	Some people from WERC are better than others--no offense--just strengths.	Sometimes just the presence of a third party makes both be more realistic		Sometimes another person is needed for transmittal of messages--that is not otherwise heard. Creativeness is always appreciated.
96		The mediator was knowledgeable and procedures were established so we could resolve the issues.		
97				
98				
99				
100				
101				Helped us get closer to a voluntary settlement.

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
102				Myself: The employers representative have mutually agreed upon the mediator, which I feel is 90% of the process. The ability to make the parties agree on a reasonable solution.
103	#####	Members have been responsive, courteous, collegial and accessible. They truly are nice people.	#####	Some staff (one or 2 in particular) are extremely skilled while others are not and don't do much more than "pass notes" from one caucus to another.
104				
105	Disorganization on WERC staff person's part. Not grasping issues on the table.			Some yes, some no. Successful because of skill of mediator in grasping issues and bringing sided closer together.
106				
107				
108				
109				
110		100% quality		
111				
112				
113				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
114		Got the job done.	N/A	Need a third party to move certain union negotiators.
115				It helps to have WERC viewed as impartial to move the ER in the hard cases.
116				
117				
118				
119	Some staff are wishy washy, fail to bring statewide settlement/arb trends to bear on the parties. If we are unreasonable I expect med to say "You're going to lose in arb." Not "Well, you can take that position if you want."	Some mediators drive the parties to compromise--talk reality, comparable settlements and consequences.	In consistency of mediators--some are not persuasive with labor or management. Some create more problems than they resolve. I.E. Telling union what they "guess" management position will be and "guessing" wrong.	----- excellent. Others have failed to resolve even simple issues. Inconsistency is frustrating.
120				Mediation was successful when the other party was sincere in being open to consider the outstanding issues. When the other party does not want to bargain, no mediator will be successful.
121				
122				
123				Neutral look at the inves. Expertise and experience brought to bear on a problem.

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
124				The City and Bargaining units recognize WERC's expertise.
125		The mediator was excellent.		We settled the contract.
126				
127				
128				
129				
130	Not enough direction or suggestions from mediator			
131				
132				Great to have conflict resolved-brings both sides closer together.
133		Mediation skills are inconsistent across staff (as they are across advocates). Creativity and energy are sometimes missing.		Union committees respect the position and role of a WERC staff person ( mediator, investigator, arbitrator, examiner, etc.). Proposals and advice from them are often heeded or given deference.
134				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
135		Your veteran staff members are excellent.	Less tenured staff need more prochicol insight into the real employment setting.	50/50 Depends on experience level of the mediator.
136				
137	1 case mediator did not keep good notes, caused confusion between employer and bargaining unit. Contract still not settled.			1 Contract did not make either employer or union 'bad guy' and 1 contract caused frustration between parties.
138				
139				
140				
141				
142	Lack of detail in scheduling hearings.		The n/as were dealt with by the city's labor counsel.	
143				
144				
145				
146				
147				
148				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
149				
150				
151				
152				
153				
154				
155				
156				helpful to bring in neutral to assist the parties.
157		The categories are self-explanatory.		We moved expeditiously to arbitration
158		Professional, knowledgeable	Mediators should be given more authority.	
159				
160				
161		In negotiations, both teachers and support staff, the mediators made a real sincere effort to reach a voluntary settlement even with the teachers hampered by the QEO.		

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
162				
163		Some staff are significantly better mediators than others.		
164				
165				
166				
167				Were able to come to a settlement -did not have to move over to arbitration.
168				
169				
170	see answer to 4c		see answer to 4c	see answer to 4c
171				



	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
172				They work well to solve the issues.
173				
174		See answer to 11b		See answer to 11b
175				
176				
177				
178				
179				
180	Process much too slow			
181				
182				
183				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
184		Mediator did excellent job.		Came up with contract that was fair to both sides.
185		Most of the time reps responded as expected.		As a small community we have few other options
186				Equal pressure on both sides
187		Good communicator	Calendar problems (trying to get dates)	
188				
189				
190		Very satisfied with mediator.		Union was unable to 'give'.
191				
192	Not dissatisfied, but mediator could have played a tougher role.			Found a way to reach an agreement.
193				
194				
195				
196				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
197				
198				
199				
200				
201				In some cases very helpful
202				
203				
204		Met expectations		Able to reach compromise.
205				
206				
207				
208		See 11b		Mediator was able to get the labor committee to understand realities of the employer's offer.
209				
210				
211				
212				
213				
214		See 11b		
215				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
216		Knowledgeable staff improves ability to compromise. Availability may mean it is used when not really needed.		
217				
218				
219				
220				
221				
222				
223				
224				
225		Excellent Mediator		Union contracts were settled because of our mediator's expertise.
226		----- was very good!		
227				
228				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
229				We have reached settlements on the past two associate staff contracts after mediation.
230				
231				
232				
233		Excellent performance.		
234		Expertise of mediator. Resolved 2 cases that were very difficult.		Expertise of mediator
235				
236				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
237				Often it is important both parties get reality checks.
238				
239				
240				Because it worked.
241				The cases were not ones that would be mediated
242				
243				
244				
245				
246				
247				Got stuck w/o them. Resolved some issues, even two others remain.
248	Grievance mediator seemed less professional	Our mediator was an excellent professional- ----- is a very hard working, knowledgeable mediator.		They were resolved.
249				
250		See 11b		One meeting with union and mediator and solution arrived at.

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
251				
252				
253				
254				Wasn't possible (in my opinion) to mediate our recent cases.
255				
256				
257				Went to arbitration.
258				
259				Agreements achieved.
260		Very good staff person.		They mediated between sides.
261			Delay in scheduling dates for matters.	Having/using an outside expert helps to get results.
262				
263				
264				
265		Our issue was resolved early in the process, so some of the factors were never evaluated.		It provided the Union bargaining team with an additional step.
266				
267				
268				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
269				It was settled internally.
270				Give clear decision so got a clear interpretation to follow for future cases.
271				
272				
273				
274				
275				
276				
277				
278				
279				
280	Late, not knowledgeable.			S/he told both sides that we should have attempted to solve this on our own.
281				Brought both sides together, would never have been in that position without a mediator.
282				
283				Reputation with employers is invaluable.
284				
285				



	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
286		Mediators have always been available, accessible, and easy to schedule. Some mediators have done an excellent job, others have not.	See answers to question 4 above.	Generally they are helpful, I think because they require both employers and management to decide what is really important and make a decision.
287				
288				
289				
290		I have constantly been pleased with mediators over the past 18 years.		Our district has constantly used mediation to voluntary settle.
291	Absolutely no help.			No direction-no skill employed.
292				
293	See Section 1, 3c			#####
294				
295	Long winter travel for your staff seems very difficult.			Not recently. Due to unreasonable demand by union.
296				
297				
298		Service provided was very good, although delay due to scheduling was a problem.		It worked to have a neutral third party.

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
299				
300	Mediator did not attempt to persuade us-just carried messages.			Not persuasive-union rep had not really negotiated and mediator did not order him back to the table.
301				
302				
303				
304				Parties too entrenched.
305				
306				
307	----- did a poor job of understanding issues. No issues were resolved.			Most of the time it is very helpful, some of staff needs to work on understanding issues, not everything is black and white.
308				
309		The mediator did an excellent job bringing both sides together to reach an agreement.		

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
310				
311				
312				
313				
314				
315				
316				
317		All were handled well.		They are good.
318				
319		I thought your services were professional and valuable.		Acted as a catalyst and buffer between the parties.
320				
321	Some staff are better mediators than others.			Resolved all cases that went to mediation in past year.
322			On the second mediation, the mediator knew very little about the process or resolving the process.	
323				
324				
325	Lack of effort. Discounting of the UN position. Bias against the UN.		Obvious bias against the UN position and misinformation prevented settlement. Mediator's disposition with Em is pleasant, friendly. Disposition toward UN is gruff, dismissive.	Identity with Em prevents objectivity.
326				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
327				
328				
329				
330				
331				
332				
333				
334				
335				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
336				See 11b.
337				
338	Implementation details deserve more attention.			It's the only way to resolve impasse, short of arbitration.
339				
340				Union doesn't want to mediate, just to get to impasse.
341				
342				
343				
344				
345				
346				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
347				
348		WERC reps have tried hard to cover its parties to give but they lacked innovativeness.		Mediation services have helped union members manage undirected the impartial to impartiality.
349	I had a case where the same staff member both attempted to mediate the grievance and then heard the matter as an arbitrator. I believe the off record discussions unfairly affected the outcome. This should not be done!		Long scheduling delays prolong contract bargaining.	Generally very high quality staff.
350				
351				
352				
353				
354				
355				
356				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
357	I did not move to settlement.	I moved to settlement.	I moved to settlement.	
358				
359				
360		The state contracts must be completed before the leg. While they are in session.		Got a timely agreement.
361				
362				
363				
364	Mediator is not helpful, slow, not available, not pushing towards settlement.		Union and mediator are both unorganized--no follow-up. This drags on forever.	Cannot get union to narrow issues. Mediator has worked with union rep numerous times so not willing to push employer issues. No movement at all in mediation
365				
366	More effort required.			Unable to resolve.
367				
368				The most recent mediation successfully resolved all issues in dispute.
369				
370				
371				

	Question 11c	Question 12b	Question 12c	Question 13b
Survey Number	Explanation of dissatisfaction with mediation services	Explanation of satisfaction with quality of mediation services and communications with staff	Explanation of dissatisfaction with quality of mediation services and communications with staff	Explanation of usefulness of commission's mediation services
372	Non-aggressive mediators are useless.		Mediation in labor relations needs aggressive 3rd party intervention.	
373				In one case we realized we were going to have to do it by ourselves. In the other a solution evolved from one the mediator suggested.
374				



	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
1					
2					
3					
4			One in which a decision is rendered in 30 days or less		
5			I am not sure how often I and/or the client would actually use such a system.	See #25	
6					
7					
8			Hearings held within 10 days.		
9					
10			Bench decisions		
11					
12			within 30 days		
13					
14					
15			Similar to those used by State and WSEU for certain types of cases, especially those where ULP has also been filed which relate to some of the facts.	Only for certain types of cases (limited capacity, not precedent selling.	

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
16					
17			Service that takes less time.		
18			For discharge on discipline cases.		
19					
20					
21					
22					
23					
24					
25			mutually agreed time limits		Ability of hearing person/arbitrator to control and run good hearing with fairness.
26					
27					
28			After the hearing, issue a bench decision on simple cases.		
29					
30					
31			60 day max		

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
32			30 day time frame		
33			Do what's needed to make the best decision, if it takes more time or less time, so be it. Don't hurry just to please people, make the decision based on what's been presented.		
34					
35					
36					
37			Discharge and health insurance issues.	Bench decisions-then short written awards	
38					
39			more bench decisions		
40			N/A	N/A	
41					
42					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
43					
44					
45					
46					
47					
48			The award.		
49			quick scheduling.		
50					
51					
52					
53					
54					
55					
56			Pre-hearing briefs exchanged--no post hearing briefs.		

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
57					
58			Shortened timeliness to 30 days or less		
59					
60					
61					
62					
63					
64			Quick turn around of decisions.		
65					
66					
67			But not at the cost of present services.		

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
68			Shorten length of time between filing and hearing and require parties to be ready on time.		
69			Hearing within 30 days; Decision within 7		
70			Bench decision, on occasion.	What would it look like?	
71					
72					
73			Bench ruling options.		
74				Depending on issue(s)	
75					
76			Bench rulings.		
77			Not sure, but length of process is always a concern.		

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
78			Compel (like ERD) witness lists & exhibit production at least 10 days prior to hearing as well as factual or other stipulations.		
79					
80					
81					
82					
83			Extensive; perhaps elimination of briefs and reply briefs allowing for oral rebuttal at the hearing and use of transcription only.		
84					
85			Discipline cases	depends on case	
86					
87					
88					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
89			pre-hearing briefs, oral arguments, 30-day time frame for decisions.		
90		Don't know			
91			10 day filing period. 30 day decision.		
92			don't know really		
93					
94			1 day hearings without briefs; prompt decisions.		
95			Stipulation to facts and decisions with 14 days		
96					
97					
98					
99			60 day rule.		
100					
101			Something like mentioned in question #26 below.		



	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
102			The current ability of the parties to mutually select an arbitrator will be impacted.	In general terms, I don't see a necessity for an expeditious process. My experience has been that the WERC gets awards out fairly quickly in severe discipline cases.	
103			No need to. This is a strong area for the WERC.	Depends on issues. Wouldn't want to substitute teleconference for in-person testimony where credibility is an issue.	
104			Expedite, speed up		
105		Mediation resolution training. Proceeding training.	quicker response of decision.	Depends on issue.	
106			Minor issues-decision made in less time.		
107			Would depend upon the issue.		
108			Basically, just less time.		
109					
110					
111					
112			Don't know		
113					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
114			More timely.		
115			Briefless expedited hearings.		
116					
117			At the table.		
118					
119			Same day decision--no brief oral decision.	Each party has the brief of the other. Arb/just write a 2 page decision. We still want reasons so we know why we won/lost. No need to rehash "The position of the union" "The position of the County".e-mail decisions.	Skip boiler plate, skip rehash of "position of parties" get to the meat of the case, decision and reasons why won or lost.
120			Ability to offer "bench" decisions upon mutual agreement of parties.		
121					
122					
123					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
124					
125					
126					
127					
128					
129					
130			Short time frame-might need more personnel.		
131			Faster service in the issuance of an award		
132					
133			No briefs, bench decisions after mediation with a 1-2 page written award, one or two page written award (w/o briefs) within a week of the hearing.		
134			Termination/backpay contracting.		Some arbitrators have insisted on mediating the grievance. We only need mediation of settlements.

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
135	Please train other state depts. (Work force development) in how to conciliate and mediate cases.		Discharge Cases.		
136					
137					
138					
139					
140					
141					
142			Fast track system for grievances involving minimal disagreement.		
143					
144					
145			Quick hearings and decisions (oral, even bench if needed)		
146					
147					
148					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
149					
150					
151					
152					
153					
154					
155			Decision 30 days after close of hearing.		
156			Allow option to parties to select expedited arbitration with oral argument, brief brief or abbreviated award.		
157			Prehearing briefs: Bench decisions.		
158					
159			Shorter time between hearing and decision. Eliminate other use of attorneys.		
160					
161	Consensus bargaining-There maybe a role short of reverting to traditional 111.70 procedures.		Oral closing and/or five page or less double spaced briefs and no reply briefs.		

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
162					
163			Don't care		
164					
165			Subcontracting-transfer of word discharge.		
166					
167	If no settlement in mediation--provide a 'fact finding' report on final offers of mgn and union. WERC data would cause both sides to review positions--Also WERC 'fact finding' would be a part of arbitration.		Shorten time of decision after final brief submittal.	both--depends on case--give flexibility.	
168			30 days		
169					
170					
171					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
172					
173					
174			Faster timeliness		
175					
176					
177					
178					
179					
180			The entire process I feel should move forward in a more timely manner		
181					
182			Only if advantageous to both parties		
183			within 30 days		

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
184			60 days.		
185					
186					
187			Quicker decision award timeline		
188					
189			Decision the day of the hearing.		
190			If 'one issue' grievance, limited witnesses, should be able to resolve quickly.		
191					
192					
193					
194			Faster decisions		
195			Only if they make sense		
196					



	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
197			Fast track schedule		
198					
199					
200					
201			Your pace is ok, allows (forces) locals to work on a settlement.		
202					
203					
204					
205			No transcript, limited letter brief.		
206			Bench rulings.		
207					
208					
209	Member/member disputes		Quicker award, no briefs.	Okay in some cases	
210					
211			Non-precedential, limited witnesses, bench decisions.		
212					
213					
214			Bench decisions		
215					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
216					
217					
218					
219					
220					
221					
222					
223			The timelines have been too long in the past. Anything would be better.		
224					
225					
226			Like the private panels offer 10 cases heard in a day. Bench decisions.		
227			Quicker timelines in nonrenewal teacher cases		
228					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
229					
230			Hearing dates		
231					
232			For extra fee--complete within 60 days.		
233					
234			Written closing arguments instead of briefs, bench decisions, stipulated facts and tight limits on length of briefs and time for submitted.		
235			My understanding is that this is already an option.		
236			I'd like to see less writing, as I'd expect WERC staff would. Cases should be won or lost at hearings, not in the briefs.	When mediated settlements occur, certainly	Consistent pattern of hearing and evidentiary ruling

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
237			More bench decisions.	Some cases are precedential--others need not be.	
238					
239					
240					
241					
242					
243					
244					
245					
246					
247			Hearing length limit, no brief unless examiner/arb wants it.	In discipline issues of "Did he do it?" summary award ok. In contract interpretation or other policy issues, then a more compiled award.	
248	Conflict resolution.		Issuance of an award sooner.		
249			Real person answer phones.		
250					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
251					
252					
253					
254				As agreed by parties.	
255			No attorneys/briefs-clients tell their story.		
256					
257					
258					
259					
260					
261	Better use of fact finding.				
262					
263					
264			Fixed, "fast track" type.	In some cases.	
265			Any that would speed up the process.		
266					
267					
268					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
269					
270					
271					
272					
273					
274					
275					
276					
277					
278					
279					
280					
281					
282					
283					
284					
285					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
286					
287					
288			Hearings and decisions much quicker please.		
289					
290					
291					
292					
293					
294					
295	Employee-employer mediation on non-grievable issues.		The process drags effecting morale, work results etc.		
296					
297					
298		I use what's provided.	Something to shorten time log.		

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
299					
300					
301					
302					
303			#####		Decision made on principle, win/win solutions, don't base on who can talk the fastest, twist words, break your tradition, win/win.
304					
305					
306					
307			30 day decisions.		
308			Umpire, decisions at hearing, etc.		
309					



	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
310					
311					
312					
313			Verbal presentation then ruling.		
314					
315					
316					
317					
318					
319					
320					
321			Encourage oral arguments, bench decisions, expedited briefing.	Would depend on case by case basis	
322					
323					
324			30 days after hearing.		
325	Mediation by an individual who will not serve as the arbitrator--for batches of grievances or where the partie's request--to settle antagonisms.		Encourage stipulation of facts.	Narrow focus	objectivity, lack of bias
326					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
327					
328			As long as it doesn't reduce quality on thoughtfulness of decision. Time between hearing and decision.		
329					
330					
331					
332					
333					
334					
335					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
336		Why spend all this time on the Joe Gittens cases.	In a few selected cases where agreed to in advance of hearing--I would like to have either bench decisions or expedited award in 30 days.		
337					
338					
339					
340			Bench rulings, telephone hearings.		
341					
342					
343					
344					
345					
346					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
347					
348			No transcript, no briefs, verbal award, time (2) hr or less after the close of the hearing and confirmed by letter within 2 days.		
349			Bench decisions, decisions without briefs.		
350					
351					
352					
353					
354			A hearing within 20 days. Briefs submitted within 5 working days, no reply briefs. A decision within 5 working days of receipt of briefs. The arbitrator would either sustain or deny the grievance and provide a remedy if the grievance is sustained.		
355					
356					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
357					
358		Bench decisions.			
359					
360					
361					
362			Shorter timelines on decisions.		
363			No opinion never been involved with Commission.		No opinion
364			More availability of dates for scheduling. Seems they need to have more to hear cases.		
365					
366					
367					
368					
369			Decision made after hearings.		
370					
371					

	Question 14b	Question 15b	Question 25	Question 26	Question 27
Survey Number	Other mediation services that could be offered	Mediation services that could be discontinued	Expedited grievance arbitration services that could be offered	Other	Other
372			A mandatory set of deadlines.		
373					
374					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
1					
2					
3					
4					
5		I understand the cost-cutting rationale, but I think it would be helpful to have a live receptionist who could help me if a particular staff member was not available.	I have only limited computer skills and would still like to get hard copies.		
6					
7					
8					
9		Return to the receptionist.			
10					
11			Don't have internet in office.		
12			This would be a duplication of services.		
13					
14					
15					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
16					
17				but not easy	
18			Yes. I would like a mailed copy.		
19					
20					
21					
22		It's nice to have a real live person initially answer the telephone.			
23					
24				Could be written more clearly	
25					
26					
27					
28					
29					
30		I don't know how you'd modify it. But I was unable to obtain answers from either a live voice or knowledgeable persons.			
31					



	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
32		seldom have reason to use	How we do know when to search the website	don't have enough experience to form an opinion.	
33					I will now!
34					
35				Haven't had much experience with them.	
36					
37					
38					
39					
40		Personally, I do not like talking with a person.			
41					
42					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
43		I would go back to a receptionist who would channel calls to voicemail and be able to give basic information.			
44					
45					
46					
47					
48					
49		receptionist back			
50					
51					
52		I'd to talk to a real live person.			
53					
54		Have an option for direct contact.			
55		Have ability to talk to human immediately.			good.
56		All of the state voicemail systems are bad--There should be an option to talk to a live person.			

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
57					
58				Need to be provided and written in a less legalistic, more user friendly manner and format.	
59					
60					
61			Fade out.		
62		Like to talk to someone--sometimes it seems like the message takes forever and my time is valuable also.			
63					
64		I want to talk to a human being!			
65					
66			I am only interested when I need the services.		
67					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
68					
69					
70		Need real person to conduct my business.	Our office is not hooked up to a Website. We still need hard copy	As far as legalese goes.	not hooked up.
71					
72					
73					
74					
75					
76		Do away with it.	Not all of us have or want e-mail		
77					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
78					
79					
80					
81					
82					
83					
84					was not aware a website existed.
85		Have real people answer the phone.	We are not internet capable at this time at work.		only at home.
86		Person to talk to.			
87		Replace it with a receptionist.			
88					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
89					
90			For those of us who don't (yet) regularly surf the net, snail mail is still important.		
91		The few times I've contacted WERC, my level of knowledge wasn't enough to get through.		but not always	
92		Always have a live person option if you don't know.	send e-mails each time site is updated	amazing question.	
93					
94		Didn't notice--I call them directly at regional/home office usually.		ERB 33 is a monstrosity.	This is the best way to make data available.
95		Replace with person-period.			will when get online
96					
97					
98					
99					
100					
101			Haven't used.		

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
102					Do not have e-mail
103					
104		Receptionist.			
105		Ability to get a receptionist.			
106		Like to talk to a person when calling.			
107					
108					
109					
110					
111					
112					
113					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
114					
115					Put complete set of decisions online in a schedulable format.
116					
117					
118		It is not personal.			
119		Talk faster.	Website fine-but who has time to lookup another website? When mail comes to my desk I as least look at it without having to go find it. Go you get as many different hits on your website as you have people on your mailing list?	Some seem unenforced I.e. Timelines	
120			Some counties and cities do not have internet access at this time. Also, important to post when these information updates are posted.		
121			Not everyone has internet		
122		A live person			
123					



	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
124					
125					
126		I always wish to talk to someone when I am organized for the call-not when I am doing something else and have to reorganize per their schedule. This is a two-way street.			
127					
128		Hire a receptionist.			
129					
130					
131					
132		Better or faster response to voice mail messages.			
133			I rarely use the web for work-related research and would not likely view the newsletter.	While I rarely/infrequently refer to the rules, I use the table of contents when I do. The table of contents and related titles should be revised to more clearly identify the general topic and contents of a chapter.	
134		When transfer-state member for future reference.		Can we have a copy? Is it on site below?	

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
135					
136					
137					
138					
139					
140					
141					
142				City uses a labor relations attorney for this service.	
143					
144		Dealing with a person insures the message was received.			
145					Very well done-Congrats!
146					
147					
148					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
149					
150					
151					
152					
153					
154					
155					
156					
157					
158					
159					
160					
161					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
162		Go back to a receptionist.		Usually	As a board member I do not have the internet
163		WASB uses receptionists-our clients are more satisfied.		Sometimes	
164		We have never been able to receive documents requested by voice mail.			
165					
166					
167				Not always--a lot depends upon my prior knowledge.	
168					
169					
170					
171					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
172			No need to		Good job
173					
174		I don't care for voice mail.			
175					But I will now that I know about it!
176					
177					
178			Send info regarding website		
179					
180					
181					
182					
183		Everyone wants to speak to a person.			

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
184					
185					
186					
187					
188					
189					
190			Not all customers have access to internet, yet.		
191					
192					
193					
194					
195				Our labor attorney understands them	
196					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
197					
198					
199					
200					
201				Most of the time.	I plan to.
202					
203					
204					
205					
206					
207		Not personal			Will now use.
208			Not everyone has internet access yet, smaller jurisdictions still rely on the paper version.		
209					
210					
211		Can defer to a person if want to.			
212					
213					will check it out.
214				Could be expanded	
215					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
216		I would not modify it--I would use it only for leaving messages for particular people whom I called. I do not want to leave a voice mail when all I want is a general informational question answered. Utilize a receptionist to answer the phone.			Didn't know about it.
217				No experience with them.	
218					
219					
220					
221					
222					
223					
224					
225					
226		Easier to find and talk to a human			
227			Will not make a point in accessing web site.		
228		Have not used.			Not aware of website until this survey was reviewed



	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
229			I don't have your website address, don't know when to check it. The mailing comes to my attention the day I receive it.		
230					
231					
232		Sign of the times.			
233					
234	Arbitrator specific answers. Not reputation but personal experience that is most important				Don't have access at this time.
235					
236					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
237		I hate voice mail.			
238					
239					
240					
241					
242					
243				Don't Know	Haven't used the website
244		The ability to talk to a person if necessary.			
245					
246					
247		Kill it. Throw it out the window. Although I do love the way Marshall says "Transferring", bring back the lovely woman and the friendly guy who gave life, texture, and a voice to the agency. They were so helpful.	Some of us like mail. The website it hard on my bifocals.	But they seem stuff and redundant, as if no one is expected to really read them.	Old decisions not available. Can't sort or find them without knowing year they were issued.
248					
249					
250		If someone is available, it would be nice if they would answer the call. Otherwise phone tag can create delays.			

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
251					
252		Always received timely returned calls.	Save trees, no need for duplication. Find out if they have e-mail, then use it!	But which ones are.	Didn't know it was there.
253		Takes too long to get a real person.			
254					
255					Much better access.
256					
257					
258					
259		We all hate it, but we all have it and use it.	We are not all on the internet yet.		
260		Give us a person again.			
261					
262					
263					
264					Thank you.
265					
266		Like to talk to people, not machines.	Not on internet now.		Not on internet now.
267		I haven't used it.			
268					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
269					
270		Have some one answer phone.			
271		Hire receptionist.			Not yet.
272					
273					
274					
275					
276					
277		Never used.			
278					
279					
280					
281					Need to promote it more.
282					
283		Return to permanent staff.			
284					
285		Not sure.			

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
286					
287					
288		Like to be greeted by "real" people.			
289					
290				Uncertain. Always use district legal counsel.	
291		Get info and response in timely manner.		Mostly.	
292					
293					
294		Have not had to use it.	We don't all have the internet--the add time to review the WERC websites is money to us- If this happens make it user friendly.	After much reading many rules are that way.	
295					
296		Would rather get a person than voicemail.			
297					
298					It would be nice to submit filings by electronics.

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
299					
300					
301					
302					
303	win/win	Quicker response back-need more personal connection (voice on other end) get on interact and ask many people for modification-take time and do it right- 2 head are better than 1-many can be brilliant.	I never got one. Why?	Never received them-2nd, 3rd hand to me. I wish I had them before/would like them now.	Did you have them from 1993 to 1996?
304					
305					
306					
307					
308		Person to answer phone, then to voice mail.		Some yes, some no	Good website!
309					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
310					
311					
312					
313					
314					
315		Takes too long to get through info.			
316		In situations requiring arbitration, its important to talk to a real person.			
317			Employer does not provide internet services.		See previous.
318					
319					
320					
321					
322					
323					
324					
325			Not everyone has access to internet, esp. in district offices.		Unable to search. Search not available on enough criteria.
326					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
327					
328					
329					
330			Some agencies currently do not have internet access.	I am unaware of where one finds them. I rely on legal counsel to inform us.	
331				The qualified economic offer (QEO) rules are, by nature, complicated to administer. The WERC staff was very helpful the first several years in explaining it and continues to assist when needed.	
332					
333					
334					
335					



	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
336	WERC arbitration is to cheap. Raise the rates! The unions take every case to arbitration because WERC's fees are so low!	Rehire the receptionist! If this is not possible have staff update their voice mail each day.	Yes, I think so.		
337					
338					
339					
340					
341			Still nice to receive a newsletter as it becomes "recreational reading" whereas you have to physically choose to go to the website.		
342					
343			We may not remember to use the website. Also, we currently are not on the internet.		
344					
345		It's important to talk to a live respondent.			
346				Rules are not easy to understand, but WERC is willing to clarify.	

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
347					
348				peter does a good job but rules are never completely understandable or easy to follow.	
349					
350					
351					
352					
353		Use a receptionist.			
354					
355		Go back to a receptionist--I like to talk to a real person.	I don't have a computer.		I don't have a computer.
356					Plan to.

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
357			Who is going to look at the WERC website unless they have a particular issue.		
358					
359					
360					
361					
362		We'd prefer to speak to a person.			
363	No opinion	Do not contact.			
364				Look at QEO stuff!	
365			Only important for rural counties that may not have reliable access to internet.		
366			We do not have internet until 8/99. Good to keep website current.	Depends on subject.	
367					
368					
369					
370					
371					

	Question 28	Question 30b	Question 30c	Question 30d	
Survey Number	Other	Explanation of dissatisfaction with the voice mail system	Comments on newsletter issuance	Comments on WERC administrative rules	Comments on use of WERC website
372				Writers of rules usually demonstrate they've never practiced in Labor Relations.	
373			I can read info at anytime, but do not have the time to increase computer literacy.		
374					

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
1				
2			NA	
3				
4				
5				
6	This has improved significantly	N/A I have always copied the cases directly on-line and have not had to wait.	N/A	
7		N/A	N/A	
8				
9	N/A	N/A	N/A	
10			N/A	
11	N/A	N/A	N/A	
12				
13	Haven't used service.	Haven't requested.		
14				
15				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
16				
17				
18				
19			N/A	
20	N/A	N/A		
21				
22				
23				
24		Don't know.	N/A	
25				
26				
27				
28				
29				
30				
31				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
32			N/A	
33				
34	N/A	N/A		
35		Have not ordered any.		
36				
37				
38				
39	all except interest arbitration.			
40				
41		N/A		
42				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
43				
44				
45				
46				
47				
48	Have never used.			
49				
50				
51				
52				
53				
54				
55				
56				



Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
57				
58				
59				
60	haven't used any.			
61				agents of district have.
62				
63				
64				
65				
66				
67				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
68				
69			Don't know.	
70	If you continue to mail.			
71				
72				
73				
74				
75				
76		N/A	N/A	
77				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
78				
79				
80				
81				
82				
83				
84				
85				
86			How do you order?	
87				
88				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
89				
90				
91	I think so	don't know	Don't know	
92				
93				
94				
95				no internet
96				
97				
98				
99				
100				
101	No track record of use by me	No track record of use by me.	Not used before	Not used before

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
102		N/A	N/A	Don't use
103	Sometimes not available and sometimes not prompt.			
104				
105				
106				
107				
108				
109				
110				
111				
112				
113				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
114				
115				
116				
117				
118		N/A	N/A	N/A
119				I plan to
120		The invoicing for a copy of a single decision is not a wise use of resources-- the cost for WERC to invoice one and for the county to process the invoice is disproportional to the cost of the decision.		
121				
122				
123				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
124				
125				
126				
127				
128				
129				
130				
131				
132				
133				I seem to recall them being sorted by year and that some searchers would require a person to check every year. If so, this is awkward.
134				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
135				
136				
137				
138				
139				
140				
141				
142				
143				
144				
145				
146				
147				
148				



Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
149				
150				
151				
152				
153				
154				
155				
156				Keep trying to improve ways to search decisions.
157				
158				
159				
160				
161				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
162	Unsure	Unsure	Unsure	
163				
164				
165				It is a big help
166				
167				
168				
169				
170				
171				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
172				
173				
174				
175				
176				
177				
178				
179				
180				
181				
182				
183				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
184		Have not done this	Have not used.	
185	Haven't used	Have not done this	Have not used.	Haven't used.
186				
187		No basis for response.		
188				
189				
190				
191				
192				
193				
194				
195	To our attorney.			
196				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
197				
198				
199				
200				
201				But will.
202				
203				
204				
205				
206				
207				
208				
209				
210				
211				
212				
213				
214				
215				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
216	Subscription resulted in my being sent corrupted and unreadable discs.			Great Feature
217		Requested forms for calculation of QEO. Had to request twice. Forms are outdated. Forms are not easy to use. Instructions are not clear.		
218				
219				
220				
221				
222				
223				
224				
225				
226				
227				
228	Have not ordered	Have not used	Have not used.	

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
229				
230				
231				
232				
233				
234				
235				
236				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
237				
238				
239				
240				
241				
242				
243				
244				
245				
246				
247	That nice lady on the phone made it a lot more fun to order.			
248				
249				
250				



Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
251				
252	Never searched for them.	Never asked or looked.	Never used.	Didn't know it was there.
253				
254				
255				
256				
257				
258				
259				
260				
261				
262				
263	Never used.	Never used.	Never used.	
264			No recent experience.	They are wonderful to have available.
265				
266	Not on internet			Not on internet.
267				
268				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
269				
270				
271				Not yet.
272				
273				
274				
275				
276				
277				
278				
279				
280				
281				
282				
283				
284	Don't know-haven't had to use the info.		Haven't bought anything.	
285				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
286		Never tried, so I don't know.		
287				
288				
289				
290		Have not ordered any-uncertain.		
291				
292				
293				
294		Never had to use them.	Never used.	
295		I recently requested assistance in finding an award and your staff was very helpful.		
296				
297				
298				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
299				
300				
301		I was not aware at of the availability until this publication, thanks.		I will now
302				
303	It sounds like they are, but why didn't I get info that they were when I was Pres. 1993 to 1996 I had to go to the library.		Never got a subscription.	
304				
305				
306				
307				
308				
309				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
310				
311				
312				
313				
314				
315				
316				
317				Employer does not provide internet service.
318				Do more of this!
319	Not aware of these documents	Not aware of these documents.	Not aware of these sales.	
320				
321				
322				
323				
324				
325				Unable to search. Limited search criteria.
326				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
327				
328				
329				
330				
331	Haven't used extensively			
332				
333				
334	Haven't used	Haven't used.	Haven't used.	Haven't used.
335				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
336				
337				
338				
339				
340				
341				
342				
343				
344				
345				
346				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
347				
348				
349				
350				
351				
352				
353				
354				It would be helpful if the index included a subject matter index. This would allow the user to research WERC decision and grievance awards on a specific topic of interest.
355				
356				



Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
357				
358				
359				
360				
361				
362				
363				
364				
365				
366				
367				
368				
369				
370				
371				

Survey Number	Comments on WERC decision and award publications	Comments on individual document order and delivery	Comments on subscription sales	Comments on WERC decision and grievance award databases on WisBar website
372			No opinion.	
373			Have not utilized to date.	Not yet.
374				

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
1			
2	NA		At this point of relative quiet, our use of services is limited
3			
4			I always find it interesting that each year WERC rules for 50% the Union and 50% management. Is this strictly a coincidence?
5			
6			
7	N/A		
8			It is there when you we need it. Very important.
9	N/A		
10			
11	N/A		
12			
13	Haven't used.		No.
14			
15			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
16			
17			
18		None	Do not let ----- leave or retire.
19	N/A		
20			
21			
22			
23			
24	Don't know		
25			Expertise and knowledge-generally good with some exceptions; we need to speed up the process across the board.
26			We have not used WERC for several years.
27			Having not had to use WERC's services in my 21 years with my city, this survey is irrelevant.
28			
29			
30			
31			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
32	N/A haven't used		
33			
34			
35			
36			We as a government employer have very little experience or the need for services with WERC. Most of our employees are long term (30+ years of service) employees are satisfied with wage and benefits offered through their union contracts.
37			Would like to see other arbitrators assigned up here besides -----, -----, -----, and -----.
38			
39			
40			We have not used your services and hopefully we won't have to.
41	N/A		
42			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
43			It has been generally positive with some exceptions based primarily on personality.
44			The "comensos bargaining" and "labor & management cooperation" education has been very valuable to our County.
45			
46			
47			
48			
49			
50			
51			
52			
53			
54			
55			Return to unbiased and nonpulticized agency.
56			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
57			The school board and I could not have been more pleased with the mediation and arbitration process and people.
58	None at this time.		I hope that my/our need to use your organizations services are limited.
59			
60			Good experience in the past. Haven't used WERC for 3-4 years.
61			
62			
63			
64			
65			WERC seems to rule in favor of employee when municipal government is involved.
66			This is a bad time of year to send us a survey--besides, it is way too long if you really expect anyone to give it careful consideration.
67	very useful		

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
68			
69			There seems to be a resentful anger towards unions when I deal with WERC employees at Unemployment hearings. This is not found at any time with grievance arb or interest arb cases.
70			
71			
72			
73			
74			
75			Contact was distant. Union dropped complaint; no other contact.
76			
77			



Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
78			
79			
80			
81			
82			
83			
84			Regional training sessions on "What is WERC, Services available, etc."
85		constantly plug in newsletter	If government should be run like a business you are not helping.
86			
87			
88			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
89			#####
90			
91		Workshops at WASDA, ASBO, WSSAA conferences.	Thanks for asking.
92			
93			
94		Perhaps you could establish a distribution list so important notices and announcements can be sent to interested parties via e-mail.	
95			In twenty years no more than 3 negative experiences. Keep up the good work.
96			
97			
98			
99			
100			
101	Not used before.		

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
102	Never used		#####
103			
104			
105			
106			
107	use WASB digests		
108			No.
109			
110			
111			
112			
113			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
114		Put back decisions on	
115		Put as much as possible on the web. If ER's and Unions can find on-point cases YOUR caseload will slow down.	
116			
117			None
118	Sometimes		
119	Should separate "School" decisions which leave little relevance to other investigations.	Better cataloguing and indexing for computer research.	#####
120			
121			
122			
123			Excellent agency. Well trained committed staff.

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
124			
125			
126			
127			
128			
129			
130			
131			
132			
133			#####
134			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
135			
136			
137			
138			#####
139			One hearing was scheduled in past two years, but issue was resolved before scheduled hearing. No other contact.
140			
141			
142			
143			
144			
145			Thanks for asking!
146			
147			
148			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
149			
150			We have not used your services (thankfully we haven't had a need yet) so I couldn't answer the majority of these questions.
151			
152			Keep up the fair and impartial work.
153			
154			
155			
156		I wish that grievance arb awards had a numbering system so they could easily be retrieved.	#####
157			
158			
159			
160			
161			You do an outstanding job for the most part. I believe additional staff would resolve many of the delays that I have experienced.

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
162			
163			
164			
165			The availability of interest arb through WisBar will be a great help.
166			
167			I am very busy and rely upon legal counsel for much of what you have asked.
168			
169			
170			
171			



Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
172	Don't use		
173			
174			
175			I'd like the 5 member ad hoc panels replaced by a single arbitrator randomly selected by WERC, in order to get rid of the necessity for arbitrators to kiss up to unions.
176			
177			
178			Make info available about the services you provide and how to access them.
179			
180			
181			We have no experience with your services.
182			
183			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
184			
185			
186			
187			
188			
189			
190			WERC appears to be understaffed-otherwise the services are great.
191			
192			
193			
194			I think overall the WERC is doing a great service for all parties involved.
195			Keep up the good work. Try for impartiality.
196			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
197			
198			
199			
200			Good stuff on win--win bargaining
201			Generally, the experiences have been good. It's a tough job.
202			
203			
204			
205			I believe your arbitration service is substantially inferior to private arbitration.
206			
207			
208			
209			WERC needs to be non-partisan.
210			
211			
212			
213			
214			You are good people to deal with.
215			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
216			
217			
218			
219			
220			
221			
222			
223			
224			I have not had previous experience with WERC so I could not answer most of the questions.
225			
226			
227			
228			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
229			
230			
231			
232			I retired after 22 years and found the WERC as responsive and good to work with. The only problem was their work load and not getting the results in a timely fashion. The blame for delays was not always due to WERC but legal counsel for both sides.
233			
234			
235			
236			It would be nice to see a labor relations practitioner with experience at the commission ----- . You have many talented people to choose from.

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
237			Shorten any future surveys.
238			
239			
240			
241			
242			
243	I read them as soon as I get them-very helpful.		
244	These are helpful.		
245			
246			
247	But it's a pain to have to go through the digest year by year; but I am too cheap to by co version of what I've verbally bought on paper.	Decent search tool to locate decisions.	
248			All have been positive experiences.
249			
250			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
251			
252	Never looked.	Use e-mail to communicate as much as possible.	#####
253			Publish a (phone) directory of staff.
254			
255			
256			
257			
258			
259			No, but thanks for asking.
260			
261			
262			
263			
264			
265			
266			Too formal, too legalistic.
267			
268			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
269			
270			
271			
272			
273			
274			
275			
276			
277			
278			
279			
280			
281			
282			
283			Expand size of arbitration staff.
284			
285			



Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
286			
287			
288	Through WASB		
289			
290			I have been pleased with the WERC working relationship.
291			
292			
293			
294			No.
295			This was a long survey.
296			
297			
298			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
299			
300			
301		I was not aware how readily available this information is.	The survey was informative. I now know how to reference information.
302			
303	See question above.	Get it to local unions, don't go through the international union. Not every local will get the info.	##### I think ----- and ----- are making strides toward reversing the "liberal pro-union" image of the WERC held by may employer representatives. Thanks.
304			
305			
306			
307			
308			Work with legislature to gain more staff both professional and support staff. Also, work with them to remove fees and other barriers in particular for consensus bargaining training and services.
309			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
310			
311			
312			I have never had any experience with the commission so I cannot truthfully respond to the questions!
313			
314			I have had no dealings with WERC so it is very difficult for me to complete this.
315			
316			
317	Timely yes, useful no.		
318			
319		Make us aware of what is available.	
320			
321			Quite satisfied with WERC services. Some staff better at certain types of hearings than others. Would like more expedited methods for grievances.
322			
323			
324			
325			The commission's leaning toward employers is disturbing.
326			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
327			This survey is unrealistic. When you do not regularly use the WERC services, how can you determine if you are functioning efficiently. Cannot give a true picture.
328			
329			I appreciate the consensus bargaining work. It should be expanded in the future
330			
331			
332			
333			
334			
335			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
336			The WERC has done a great job for our city and its unionized employees. Keep up the good work.
337			
338			
339			
340			
341			
342			
343			
344			
345			
346			The training for interest based bargaining has proven very valuable. The periodic involvement of WERC representative - ----- in training and guiding negotiations is outstanding. This service is outstanding.

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
347			
348			Take great care to insure that the WERC remains out of political area as much as possible.
349			
350			
351			
352			
353			
354			
355			
356		Have not used.	

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
357			
358			
359			
360			
361			
362			
363			No experience.
364			Better consensus bargaining trainers and more of them.
365			
366			
367			
368			
369			
370			
371			

Survey Number	Comments on private sector publications	Other suggestions on WERC communications and publications	Further comments about WERC experiences
372			
373			
374			